

Listing of Claims:

Claims 1-13 (Canceled).

14. (Currently Amended) An image forming apparatus administration system, comprising:

an image forming apparatus located in a first local network and connected to the Internet through a first firewall server of
5 the first local network; and

a relaying server located outside the first local network and connected to the Internet;

wherein the image forming apparatus comprises: a transmitting section which transmits trouble type information to
10 the relaying server through the first firewall server and the Internet, an accessing section which accesses the relaying server and obtains restoration work information based on the trouble type information from the relaying server through the first firewall server and the Internet, and a control section which
15 controls the image forming apparatus to conduct an automatic restoration process in accordance with the restoration work information; and

wherein the relaying server comprises a memory which stores the trouble type information transmitted from the image forming
20 apparatus.

15. (Previously Presented) The image forming apparatus administration system of claim 14, further comprising a database which stores a plurality of items of trouble type information and a plurality of items of restoration work information in correspondence with each other.

16. (Previously Presented) The image forming apparatus administration system of claim 15, wherein each of the items of trouble type information is classified as corresponding to one of a restorable trouble and a non-restorable trouble, and the stored 5 items of restoration work information correspond to the items of trouble type information classified as being restorable.

17. (Previously Presented) The image forming apparatus administration system of claim 15, wherein the relaying server provides the corresponding restoration information for retrieval by the image forming apparatus based on the trouble type information received from the image forming apparatus.

18. (Previously Presented) The image forming apparatus administration system of claim 16, wherein the relaying server judges whether or not the image forming apparatus is able to conduct the automatic restoration process by itself by accessing the database.

19. (Previously Presented) The image forming apparatus administration system of claim 14, wherein when the automatic restoration process is carried out, the transmitting section of the image forming apparatus transmits result information
5 specifying a result of the automatic restoration process to the relaying server.

20. (Previously Presented) The image forming apparatus administration system of claim 19, further comprising:
an administration apparatus located in a second local network and connected to the Internet through a second firewall
5 server of the second local network;
wherein the administration apparatus accesses the relaying server to obtain the result information.

21. (Previously Presented) The image forming apparatus administration system of claim 15, wherein the relaying server comprises the database.

22. (Previously Presented) The image forming apparatus administration system of claim 15, further comprising:
an administration apparatus located in a second local

network and connected to the Internet through a second firewall
5 server of the second local network;
wherein the administration apparatus comprises the database.

23. (Previously Presented) The image forming apparatus administration system of claim 14, wherein the image forming apparatus further comprises:

5 a detecting section which detects when a trouble occurs in
the image forming apparatus; and
a judging section which determines a kind of the trouble;
and

10 wherein the image forming apparatus transmits the trouble type information in accordance with the determined kind of the trouble.

24. (Previously Presented) The image forming apparatus administration system of claim 14, wherein the restoration work information is periodically updated.

25. (New) An image forming apparatus for an image forming apparatus administration system that includes: (i) the image forming apparatus located in a first local network and connected to the Internet through a first firewall server of the first
5 local network, (ii) an administrating apparatus located in a

second local network and connected to the Internet through a second firewall server of the second local network, and (iii) a relaying server located outside of the first and second firewall servers and connected to the Internet, the image forming apparatus comprising:

10 a transmitting section which transmits trouble type information to the relaying server through the Internet, wherein the trouble type information is retrieved from the relaying server by the administrating apparatus through the Internet;

15 an accessing section which accesses the relaying server and retrieves restoration work information from the relaying server through the Internet, wherein the restoration work information has been transmitted from the administrating apparatus to the relaying server through the Internet based on the trouble type information; and

20 a control section which controls the image forming apparatus to conduct an automatic restoration process in accordance with the restoration work information.

26. (New) The image forming apparatus of claim 25, further comprising:

a trouble type judging section which detects a trouble occurring in the image forming apparatus, which judges a type of the trouble, and which generates trouble type information.

27. (New) The image forming apparatus of claim 25, wherein when the automatic restoration process is carried out, the transmitting section transmits result information specifying a result of the automatic restoration process to the relaying server.

28. (New) An administrating apparatus for an image forming apparatus administration system that includes: (i) an image forming apparatus located in a first local network and connected to the Internet through a first firewall server of the first local network, (ii) the administrating apparatus located in a second local network and connected to the Internet through a second firewall server of the second local network, and (iii) a relaying server located outside of the first and second firewall servers and connected to the Internet, the administrating apparatus comprising:

an accessing section which accesses the relaying server and retrieves trouble type information from the relaying server through the Internet, wherein the trouble type information has been transmitted from the image forming apparatus to the relaying server through the Internet; and

a transmitting section which transmits restoration work information to the relaying server through the Internet, wherein the restoration work information corresponds to the trouble type

information and is transmitted to the relaying server for
20 retrieval by the image forming apparatus from the relaying server
through the Internet.

29. (New) The administrating apparatus of claim 28, wherein
the administrating apparatus accesses the relaying server to
obtain result information regarding an automatic restoration
process conducted by the image forming apparatus based on the
restoration work information.

30. (New) The administrating apparatus of claim 28, wherein
the administrating apparatus updates the restoration work
information.